

Overview of Monthly Activity

The Bureau received 134 (75 were received electronically) complaints during the month of January 2018.

139 (77 electronic) complaints were closed

1 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

22 were closed and not investigated after determining no violation exists in the matters

43 were referred back to the DOC

72 complaints were investigated

4 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

14 (14 electronic) complaints were substantiated (see below)

57 were unsubstantiated due to no violation of policy and/or procedure existing

8 complaints remain open (8 from January (As of February 1, 2018))

The Bureau also corresponded with 219 offenders who submitted complaints electronically and had 34 additional contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution**1. New Castle Correctional Facility**

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has been trying to get a knee and ankle brace since November 2017. He saw the Provider and was prescribed the braces, but never received the braces.
Basis for Claim	HCSO 2.26 Direct Orders
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.

Outcome The offender was given the braces.

Follow-up No follow-up is necessary, as the appropriate action had been taken.

2. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he returned from Parole without any of his medications and has not been seen by medical.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.

Outcome The offender was seen and treated and prescribed the necessary medication.

Follow-up No follow-up is necessary, as no further action is necessary.

3. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was not called out of the unit for his insulin.

Basis for Claim HCSD 2.04 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.

Outcome Staff was counseled not to refuse offenders' insulin.

Follow-up No follow-up is necessary, as no further action is necessary.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has put in multiple Healthcare Request Forms concerning receiving care for a bullet in his back.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility. He had been referred to MDSC, but had not been scheduled.
Outcome	Staff was counseled as to proper referral procedures. The offender received the care needed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to receive a follow-up appointment with medical, but he has not received it and it has been over two weeks.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility. Nothing had been scheduled due to staff not being properly notified by the Provider.
Outcome	The offender received the care needed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to receive a follow-up blood work in six months after being stuck with

a needle, but it has been 10 months and he still has not received the follow-up blood work.

Basis for Claim

HCSD 2.11 Human Immunodeficiency Virus

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Wexford Regional Manager.

Outcome

The offender received the necessary follow-up care.

Follow-up

No follow-up is necessary, as the offender has received the care needed.

7. New Castle Correctional Facility**Complaint Type**

Medical Care

Complaint Summary

The offender complains that he is not receiving his prescribed medication.

Basis for Claim

HCSD 2.17 Medication Management

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted a Nurse at the facility.

Outcome

The offender was seen by the Provider and received the prescription medication needed.

Follow-up

No follow-up is necessary, as the matter has been resolved.

8. New Castle Correctional Facility**Complaint Type**

Medical Care

Complaint Summary

The offender complains that his CPAP machine is down due to not having water for it.

Basis for Claim

HCSD 2.29 Orthoses, Prostheses, and Other Aids to Impairment

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA

at the facility. The process of refilling offender's supplies was reviewed.

Outcome A new process was implemented to more accurately track when offender's supplies need to be reordered.

Follow-up Follow-up in 30 days to ensure that the new process is successful.

9. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has requested to be seen by medical, but has not been seen. He says that he is not receiving his prescribed medication and needs an ankle wrap.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Wexford Regional Manager.

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary, as the offender has received the care needed.

10. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was seen over a month ago for an injury to his hand, but has not been seen since.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the CQI located at the facility. He had been referred to the Provider, but had not been scheduled.

Outcome This matter was reviewed further by the facility with staff. He was seen and treated further.

Follow-up No follow-up is necessary, as the offender has received the care needed and the facility appropriately addressed matter with staff.

11. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has had a broken ankle for over three days, but has not received care. He states he was having spasms in his ankle.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Wexford Regional Manager located at the facility.

Outcome The offender was seen and given the treatment needed.

Follow-up No follow-up is necessary, as the offender has been seen and treated.

12. New Castle Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complains that he is having serious aggression and depression issues. He says he has submitted a Healthcare Request Form and mental health talks to him for five minutes, but he needs further help.

Basis for Claim HCSD 4.03 Adult Mental Health Services

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Lead Psychologist for Wexford at the facility. The offender had been seen and given a medication referral, but had not been scheduled.

Outcome	The offender was seen and treated further with no further complaints.
Follow- up	No follow-up is necessary, as the offender has received the care needed.

13. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving adequate wound care.
Basis for Claim	HCSO 2.26 Direct Orders
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Wexford Regional Manager at the facility. The orders given for dressing changes were not being followed.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received further care.

14. Westville Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he is having anxiety attacks and submitted a Healthcare Request Form to be seen by Mental Health over ten days ago, but has not been seen.
Basis for Claim	HCSO 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the Regional Psychiatrist for Wexford.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received further care.

Assists

1. Heritage Trail Correctional Facility

Complaint Type	Offender Trust Accounts
Complaint Summary	The offender complains that he was in the education program for over five months, but was only paid twice.
Basis for Claim	02-01-106 Offender Assignment and Pay Schedules
Investigative Summary	The Bureau contacted Dan LeFlore, Deputy Warden at the facility.
Outcome	The offender was given the state pay.
Follow-up	No follow-up is necessary, as the issue has been resolved.

2. Indiana Women's Prison

Complaint Type	Work
Complaint Summary	The offender complains that she is working a grounds crew, but does not have boots and cannot wear boots due to the condition of her feet.
Basis for Claim	02-01-106 Offender Assignment and Pay Schedules
Investigative Summary	The Bureau contacted Michael Rains, Deputy Warden at the facility.
Outcome	The offender was removed from the job.
Follow-up	No follow-up is necessary, as the issue has been resolved.

3. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not been receiving his prescribed medication for Crohn's disease.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.

Outcome The offender was seen and treated further by the Provider.

Follow-up No follow-up is necessary, as the issue has been resolved.

4. Westville Correctional Facility

Complaint Type Work

Complaint Summary The offender complains that he is a wheelchair pusher, but has not been receiving his check.

Basis for Claim 02-01-106 Offender Assignment and Pay Schedules

Investigative Summary The Bureau contacted Dave Leonard, Public Information Officer at the facility.

Outcome The offender was given the state pay that he had not been paid.

Follow-up No follow-up is necessary, as the issue has been resolved.

Follow-up from Previous Months

New Castle Correctional Facility – Medical Care (medication)

Synopsis: The Bureau has been following medication complaints since July 2016. A complete overhaul of medication administration services needs to be put into place. While the healthcare personnel has attempted some changes, medication errors are still occurring. The Bureau will continue to track this issue until these errors subside.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since July 2016 as well. Policy has been updated and the plan that has been implemented to eradicate backlog has been successfully implemented, however due to the provider shortage, the backlog has begun to reform. We will continue to monitor the backlog to ensure it does not continue to increase.